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Class Specifications
for:

RECEPTIONIST

Distinguishing Characteristics

Receptionists receive, announce and direct visitors to appropriate staff or offices; operate a telephone switchboard and incidentally perform various clerical duties.

Receptionists differ from Office Assistants which primarily perform various clerical duties, and may, incidental to such duties, handle incoming and outgoing telephone calls.

Receptionists differ from Telephone Switchboard Operators which are primarily concerned with routing telephone calls through a switchboard.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. The omission of specific statements does not preclude the assignment of such duties if they are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

Greets and directs visitors to appropriate staff or offices; provides general information to the public; operates a telephone switchboard; routes phone calls, and takes and relays messages to appropriate persons; performs simple clerical tasks such as routine filing and opening, date stamping, sorting, and distributing mail.

Minimum Qualification Requirements

Basic Experience: Work experience which demonstrated knowledge of English grammar and word usage; and the ability to read and understand oral and written instructions, and compare names and numbers accurately. Graduation from high school, or equivalent may be substituted for this requirement.

Clerical Experience: One (1) year of clerical work experience which involved contact with the public.

Knowledge of: Office and recordkeeping practices and procedures, grammar and word usage.

Ability to: Operate a telephone switchboard; speak clearly, pleasantly and with good diction; deal courteously and tactfully with the public; keep records; compare names and numbers; follow oral and written instructions.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the class specifications for the class RECEPTIONIST, which were approved on August 29, 1963.

DATE APPROVED: 10/8/2012

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